

City of Chattanooga, TN
Personnel Class Specification

Class code 1A010

FLSA: Exempt

CLASSIFICATION TITLE: ADMINISTRATOR, HUMAN SERVICES

PURPOSE OF CLASSIFICATION

The purpose of this classification is to direct and administer a comprehensive human services organization which adheres to federal, state and local guidelines and regulations to provide needed social services for low to moderate income residents of the City of Chattanooga and Hamilton County. Duties and responsibilities include, but are not limited to: overseeing the daily operations of the Human Services department; planning and administering various programs; developing budgets for program operation; communicating with the public, funding sources, government officials, and others; and performing other duties as required.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

Oversees the daily operations and activities of staff of the Human Services Department; plans and delegates various tasks and responsibilities to assigned staff; consults with staff regarding operations and work performance; instructs managers and provides advice; answers questions as received; solves problems and/or makes recommendations for resolutions.

Plans and administers programs aimed at meeting the mission of the department; works effectively with advisory boards for input into the planning and implementation of programs to meet citizens' needs; sets goals and objectives; develops plans to meet goals according to projections; develops budgets for program operations in association with federal, state and local guidelines.

Approves and signs all documents relating to budgets, personnel, expenditures and other purchases; approves purchases; monitors expenditures to ensure adherence to budgetary guidelines and parameters.

Communicates with the public, funding sources, governmental and elected officials, and other individuals on issues relating to the department; provides information and

answers questions as received; uses experience and expertise to advise and assist others in making informed decisions.

Responds to inquiries received from staff, the public, citizens' groups, the media, and other individuals; answers questions and provides information as required; represents the City in a professional manner; confers with staff regarding problems or areas of concern; follows-up on complaints received from citizens; resolves issues and/or problems; responds to requests for specialized information.

Prepares proposals, letters, various reports and documents, memoranda, and other summaries as required; reviews for accuracy; maintains copies of all documentation for departmental files and future reference by authorized individuals; presents oral and written presentations and reports to the board and other organizations as required by management.

Consults with City Attorney on legal issues as they relate to the daily operations of the department; provides expert knowledge and experience to assist others in the decision-making processes; answers questions and provides information as required.

Works effectively with other departments and community organizations to develop other resources for the city and department to utilize; shares information and assists with projects as necessary; maintains professional working relationships; solicits support from other community-based organizations to help meet the needs of program participants.

Reviews policies and procedures currently in use; conducts detailed research; develops policies and procedures; updates policies as required; ensures all employees are apprised of changes in policies; trains assigned staff and others regarding procedures; ensures compliance with policies; makes recommendations to management.

Handles personnel matters pertaining to assigned department and staff; develops personnel hiring and promotion procedures; conducts interviews of applicants; approves new hires and/or promotions; resolves employee problems and disputes; administers discipline when appropriate; provides evaluations and performance appraisals to assigned staff.

Attends council and/or other meetings, seminars, workshops and training classes; reads current media sources to maintain knowledge of changes in legislation and current trends within the industry; applies current information to daily work routine; provides feedback to staff regarding new information and training sessions; ensures compliance by other City staff.

Receives reports and other documents prepared by staff and management; reviews for accuracy, completeness and adherence to guidelines; makes corrections and/or recommendations for changes as appropriate.

Lobbies at the state and federal level as needed.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Bachelor's degree in sociology, psychology, or closely related field; supplemented by six (6) to nine (9) years previous experience and/or training that includes progressively responsible administrative experience in providing community social service programs, including grant writing and administration; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to function in a director capacity for a major organizational unit requiring significant internal and external interaction.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, profit and loss, ratio and proportion; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of logical or synthesis functions; to deal with several concrete and abstract variables; and to analyze major problems that require complex planning for interrelated activities that can span one or several work units.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the direction, control and planning of an entire program or set of programs.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.